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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/575,707	07/20/2000	David Greenblatt	194701US30	5304

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EXAMINER

NGUYEN, QUANG N

ART UNIT	PAPER NUMBER
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2141

DATE MAILED: 08/13/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	09/575,707	GREENBLATT, DAVID	
	Examiner	Art Unit	
	Quang N. Nguyen	2141	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 10 June 2004.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1,3,5,7,11,13,16,20,22,23 and 28-54 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1,3,5,7,11,13,16,20,22,23 and 28-54 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 20 July 2000 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|---|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

Detail Action

1. This Office Action is in response to the Amendment filed on 06/10/2004. Claims 1, 3, 5, 7, 11, 13, 16, 20, 22-23, 28-30 have been amended. Claims 2, 4, 6, 8-10, 12, 14-15, 17-19, 21, 24-27 have been cancelled. Claims 31-54 have been added as new claims. Claims 1, 3, 5, 7, 11, 13, 16, 20, 22-23, 28-54 are presented for examination.

Claim Rejections - 35 USC § 103

2. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

3. Claims 1, 3, 5, 7, 11, 13, 16, 20, 22-23, 31-33, 40-45 and 49-54 are rejected under 35 U.S.C. 103(a) as being unpatentable over Voit (US 6,104,711), in view of Haituka et al. (US 6,505,201), herein after referred as Haituka, and further in view of DeGolia, Jr. et al. (US 6,411,615), herein after referred as DeGolia.

4. As to claims 1, 5 and 11, Voit teaches a method and system for translating textual domain names into telephone numbers, comprising:

obtaining a name address (*URL corresponding to a web page*) and transmitting a name translation request or "query" to the domain name server (Voit, C9: L4-16);

converting the URL, without user intervention, into a telephone number corresponding to a location at which a provider of the Web page can be contacted (*receiving the domain name query, the domain name server executes a direct look-up table based translation to an IP address or a telephone number*) (Voit, C4: L29-30, C9: L4-16 and C10: L9-20).

However, Voit does not explicitly teach that obtaining the name address (*i.e., the URL*) from an address bar of a web browser corresponding to a web page being displayed to a user and visually identifying that the telephone number is known for the URL corresponding to the web page being displayed to the user.

In a related art, Haitsuka teaches a method and system for monitoring the online activities, wherein URLs in the address bar of the browser application are obtained by the monitoring application (Haitsuka, Abstract and C8: L16-30).

In another related art, DeGolia teaches a method and system for enabling Data Network Telephony (DNT) communication through a web page, wherein one or more web pages provided and hosted by server 28 include one or more links, appearing as icons or text (*i.e., visually identifying*), to embedded IP telephony software on a displayed page. By selecting such a link, an IP call is placed to an agent of a company representing a product or service that maybe advertised on or otherwise associated with the web page (*i.e., a call is made to the telephone number is known for the URL corresponding to the web page being displayed to the user*) (DeGolia, C5:L52 – C6:L7).

Therefore, it would have been obvious to one having ordinary skills in the art at the time the invention was made to combine the teachings of Voit, Haitsuka and DeGolia to obtain the URL (*i.e., the name address*) from an address bar of a web browser corresponding to a web page being displayed to a user and visually identify that the telephone number is known for the URL corresponding to the web page being displayed to the user since such methods were conventionally employed in the art to monitor online activities (*i.e., monitor URLs*) and to provide an embedded IP phone module in such interactive web pages allowing the system to enable customer/agent interactions in conducting advertising/business associated with the web pages through the implemented IP phone modules (DeGolia, C8: L42-45).

5. As to claims 3, 7 and 13 Voit-Haitsuka-DeGolia teaches the invention as in claims 1, 5 and 11, further comprising controlling a telephone switch to dial the telephone number (Voit, C13:L52 – C14:L16 and DeGolia, C5:L61 – C6:L7).

6. As to claims 16, 20 and 22-23, Voit-Haitsuka-DeGolia teaches the invention as in claims 1 and 5, further comprising establishing a voice-over-IP voice communication connection across a WAN (*and/or the Internet as in Fig. 1 of Voit and in Fig. 2 of DeGolia*) between the user-side and a web page provider-side (Voit, C13:L52 – C14:L16 and DeGolia, C5:L61 – C6:L7).

7. As to claim 31-33, Voit-Haitsuka-DeGolia teaches the invention as in claims 1, 5 and 11, further comprises obtaining a current URL as each new web page is viewed (Haitsuka, Abstract and C8: L16-65).

8. As to claims 40-45, Voit-Haitsuka-DeGolia teaches the invention as in claims 1, 5 and 11 further comprises obtaining the telephone number from a local database (*i.e., the domain name processing application 73 executes code to access to translation table 77 and routing control records 81 stored in a database within the storage system portion of the domain name server 51*) (Voit, Fig. 2 and C9: L48-55); or from a remote database (*"Official Notice" is taken that both concept and advantages of employing a remote database to store information are conventionally well known and obvious to one having ordinary skills in the art at the time the invention was made*).

9. As to claims 49-51, Voit-Haitsuka-DeGolia teaches the invention as in claims 1, 5 and 11, further comprises establishing a voice communications channel between the user side and a web page provider-side using the telephone number (Voit, C13:L52 – C14:L16 and DeGolia, C5:L61 – C6:L7).

10. Claims 52-54 are corresponding claims of claims 1, 5 and 11; therefore, they are rejected under the same rationale.

11. Claims 28-30 and 46-48 are rejected under 35 U.S.C. 103(a) as being unpatentable over Voit-Haitsuka-DeGolia, and further in view of Venkatachary et al. (US 6,411,615), herein after referred as Venkatachary.

12. As to claims 28-30 and 46-48, Voit-Haitsuka-DeGolia teaches the invention as in claims 1, 5 and 11, but does not explicitly teach obtaining, from a database, a longest matching sub-string of the URL without requiring a complete match of the URL to be found in the database, wherein the longest matching sub-string comprises a longest matching prefix.

In a related art, Venkatachary teaches a system and method of routing data, wherein a router database stores address prefixes to which an address (*or a URL*) can be matched to and the forwarding should occur using the most specific longest prefix match (Venkatachary, C3:L65 - C4:L23 and C5: L60-65).

Therefore, it would have been obvious to one having ordinary skills in the art at the time the invention was made to implement the invention of Voit-Haitsuka-DeGolia with the idea of longest prefix matching to relate two pieces of data as taught by Venkatachary, since such methods were conventionally employed in the art to perform the address lookup and/or string/sub-string search for the most specific, most relevant information (*i.e., destination address, URL, etc.*) in order to optimize the process of forwarding/switching a message in network communications.

13. Claims 34-39 are rejected under 35 U.S.C. 103(a) as being unpatentable over Voit-Haitsuka-DeGolia, and further in view of Fedorov et al. (US 6,047,060), herein after referred as Fedorov.

14. As to claims 34-39, Voit-Haitsuka-DeGolia teaches the invention as in claims 1, 5 and 11, but does not explicitly teach the step of visually identifying by causing an icon to flash or change color.

In a related art, Fedorov teaches a system and method for enabling full interactive monitoring of calls to and from a call-in center, wherein an audio signal, a flashing icon, or other alert (*such as changing color*) on the desktop might indicate an agent or agents being in a telephone session and also, by clicking on that active icon, the supervisor will be able to monitor, to join/participate in the telephone session.

Therefore, it would have been obvious to one having ordinary skills in the art at the time the invention was made to implement the invention of Voit-Haitsuka-DeGolia with the idea of visually identifying by causing an icon to flash or change color as taught by Fedorov, since such methods were conventionally employed in the art of network monitoring to catch the attention of the user in order to alert/notify the user that some function/feature is going on or ready for the user to execute.

15. Applicant's arguments as well as request for reconsideration filed on 06/10/2004 have been fully considered but they are moot in view of the new ground(s) of rejection.

16. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

17. Further references of interest are cited on Form PTO-892, which is an attachment to this office action.

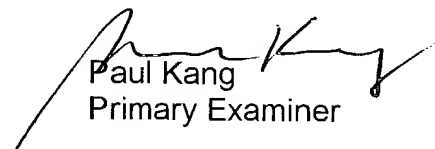
Art Unit: 2141

18. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Quang N. Nguyen whose telephone number is (703) 305-8190.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's SPE, Rupal Dharia, can be reached at (703) 305-4003. The fax phone number for the organization is (703) 872-9306.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 305-3800/4700.

Quang N. Nguyen
Examiner


Paul Kang
Primary Examiner